Product Update

July 2024

Set the Global Standard for Dynamic **Inventory Availability** and **Order Management**.

The modern, flexible distributed order management system that enables superior digital agility.
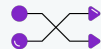
Flexibility

Unrivaled flexibility to configure and extend your business processes and UIs so you can respond to rapidly changing customer preferences faster and use the fulfillment experience as a competitive differentiator.

Scalability

Proven ability to process inventory updates, availability checks and orders at scale so you can grow your omni channel business confidently.

Modern Architecture

Enterprise-grade, data-secure modern architecture that maximizes the potential of cloud services to bring innovation in ecosystem composability and big data processing to our customers.

Pre Purchase		Post Purchase	
The Offer	The Promise	The Fulfillment	The Service
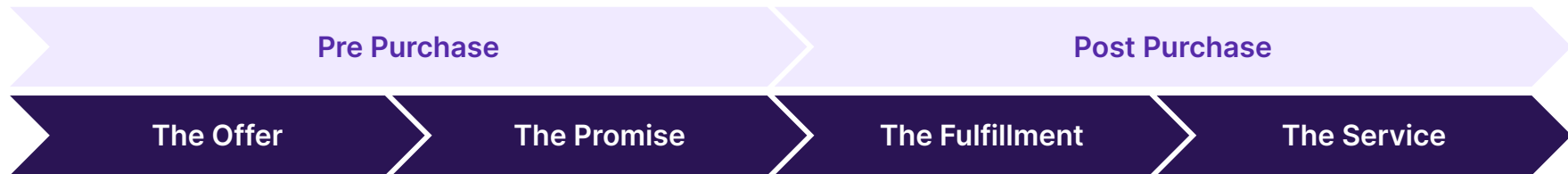
Fluent Order Management Platform

OMX	Configure and Extend Workflows and UIs	Web Apps	Frameworks	SDKs
APIs	Share data or connect with any application or channel		GraphQL	REST
Orchestration Engine	Order Management logic, decisioning and execution			
Data Layer	Extensible, common data layer across all use cases			
Scalable Cloud	On-demand scale, global availability, zero down time releases			

The Platform for Innovation in Omnichannel Commerce.

Business Users

OMX

↑

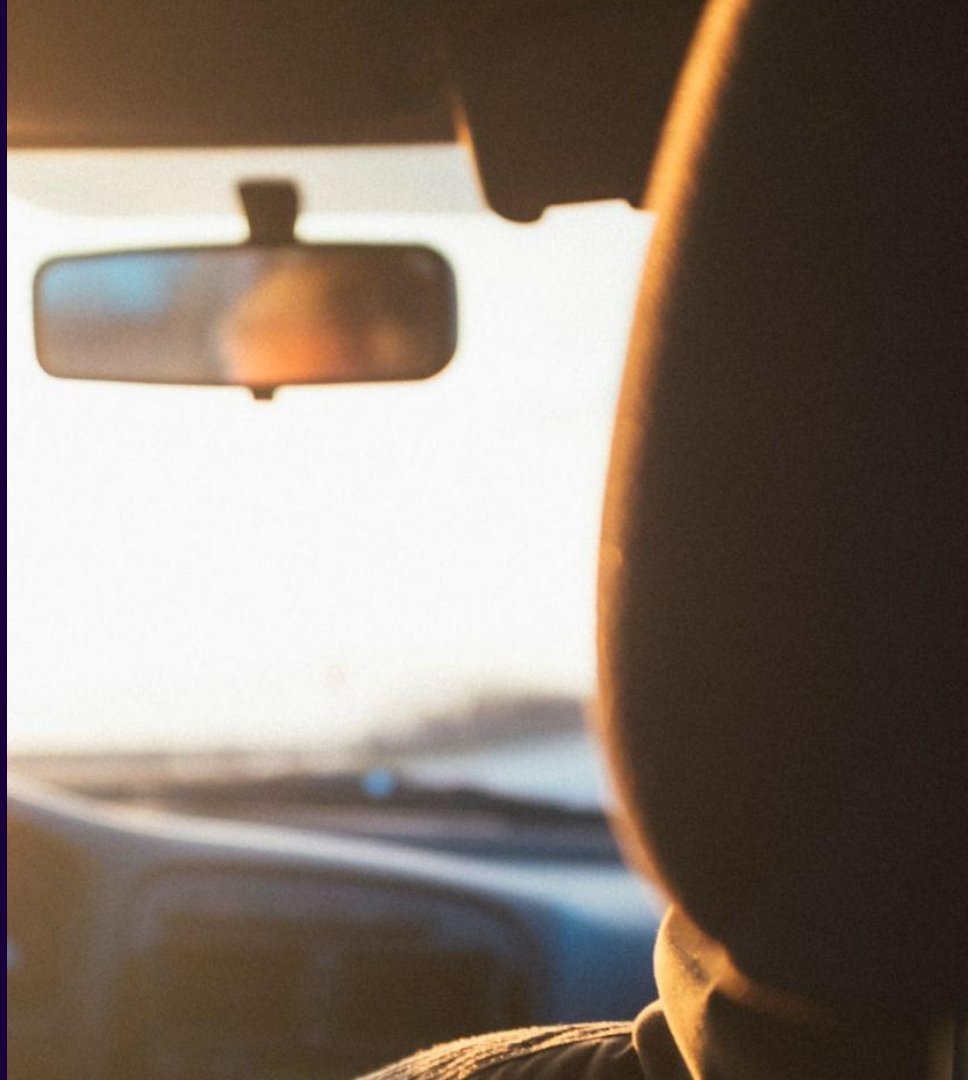**OMX Builders**

Data Layer

H1'24

Features Released

H2'24 and Beyond

Looking Forward

H1'24

Features Released

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Next Gen Inventory Availability

Enhanced Order Processing

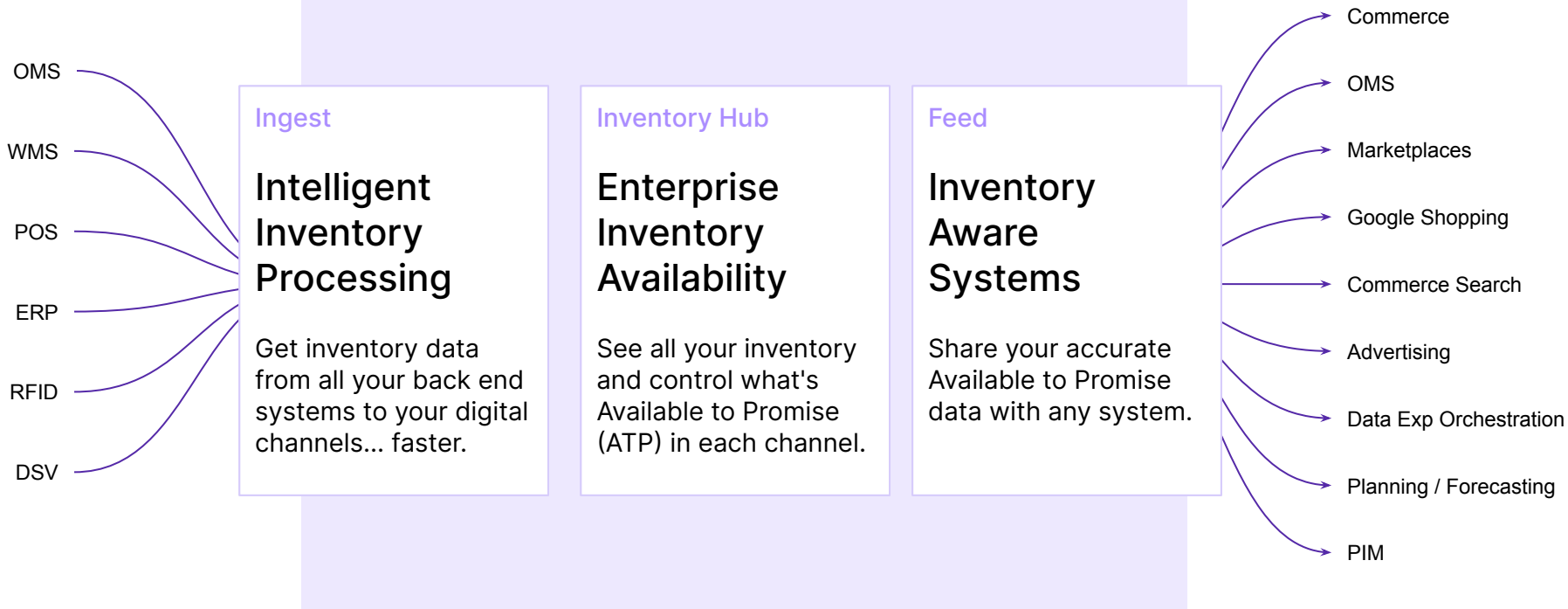In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Intelligent Inventory Processing
**IPU and IPC
Metrics Dashboard**

Intelligent Inventory Processing
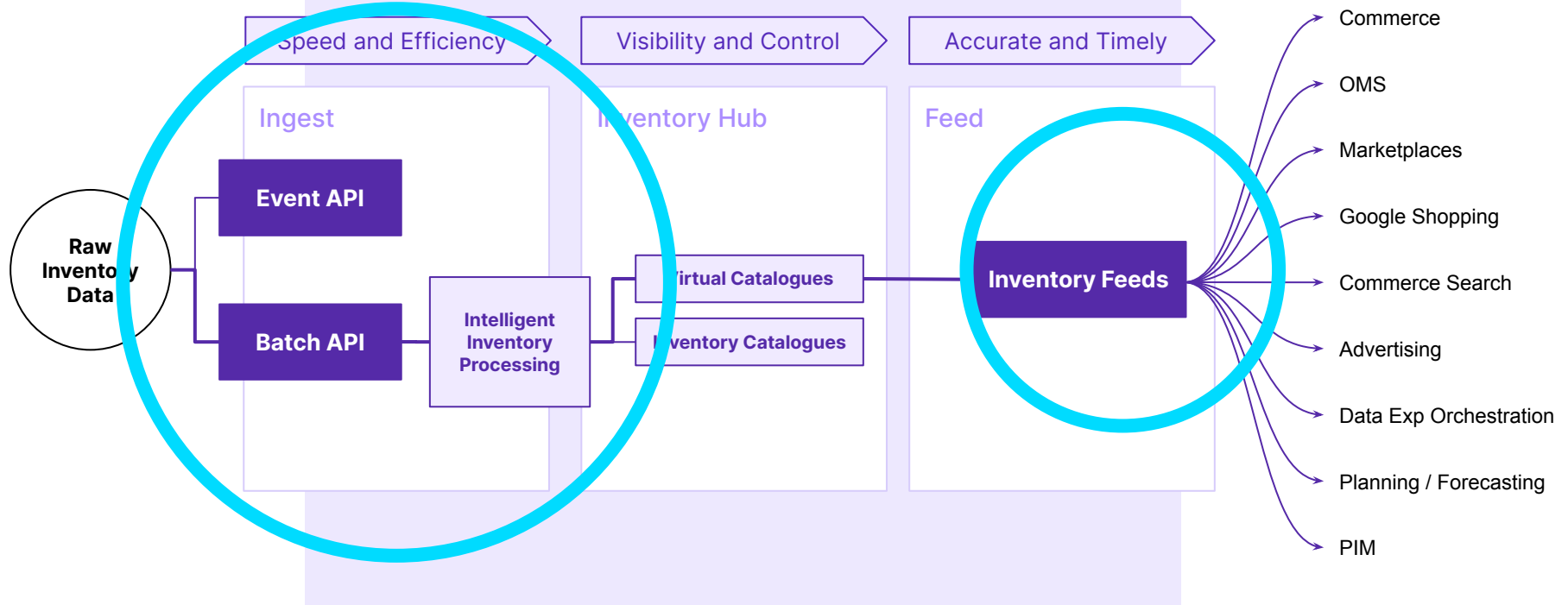**Failed Event Identification**

Dynamic Inventory Availability
**Additional configurability
for Inventory Feeds**

Fluent Big Inventory

OMS
WMS
POS
ERP
RFID
DSV

Ingest

Intelligent Inventory Processing

Get inventory data from all your back end systems to your digital channels... faster.

Inventory Hub

Enterprise Inventory Availability

See all your inventory and control what's Available to Promise (ATP) in each channel.

Feed

Inventory Aware Systems

Share your accurate Available to Promise data with any system.

Commerce
OMS
Marketplaces
Google Shopping
Commerce Search
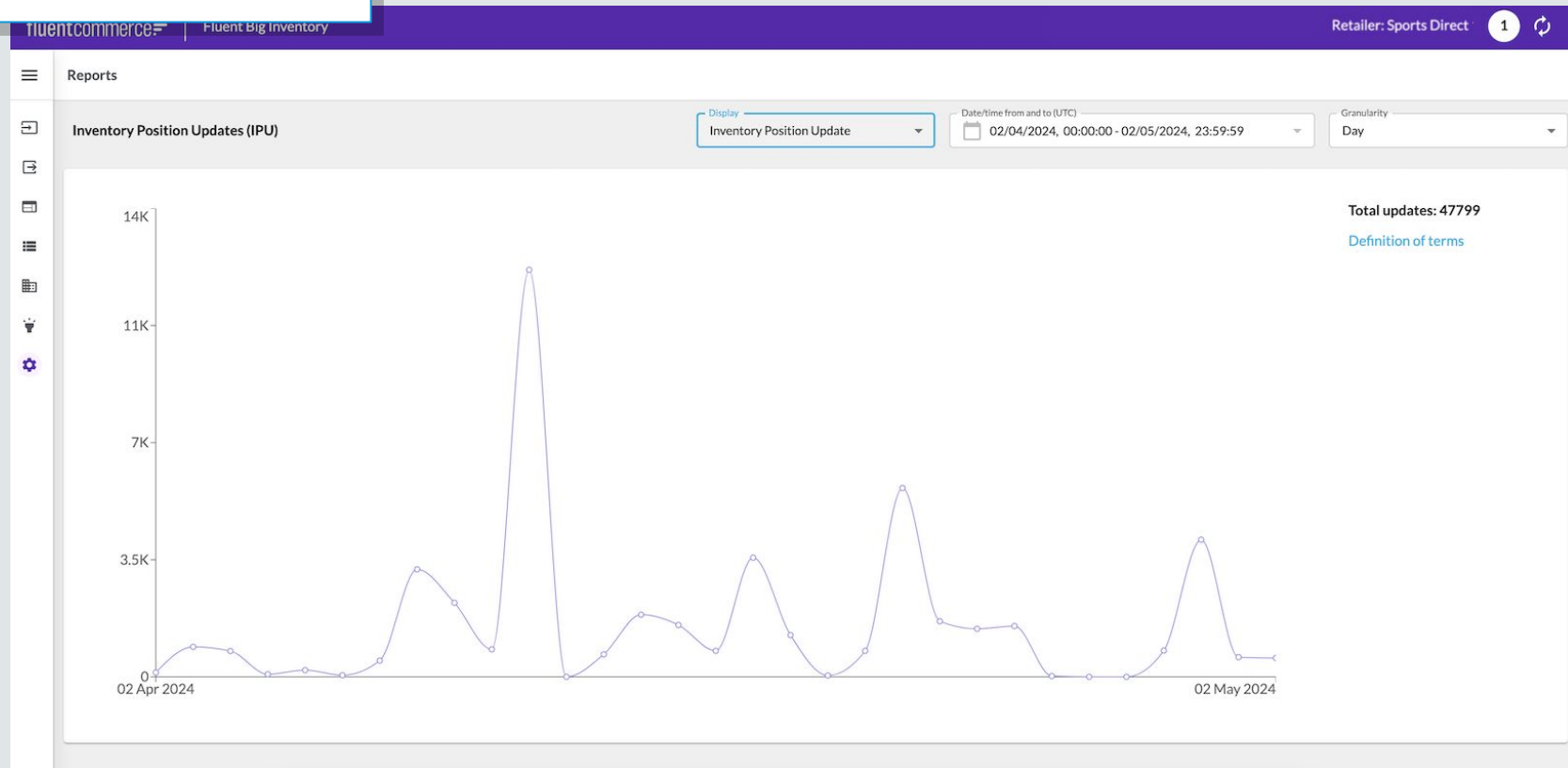Advertising
Data Exp Orchestration
Planning / Forecasting
PIM

Reduce time it takes to update inventory availability across all customer facing channels from hours to minutes

Fluent Big Inventory

Raw Inventory Data

Speed and Efficiency

Visibility and Control

Accurate and Timely

Ingest

Event API

Batch API

Intelligent Inventory Processing

Inventory Hub

Virtual Catalogues

Inventory Catalogues

Feed

Inventory Feeds

- Commerce
- OMS
- Marketplaces
- Google Shopping
- Commerce Search
- Advertising
- Data Exp Orchestration
- Planning / Forecasting
- PIM

fluentcommerce. | Fluent Big Inventory

Retailer: FC Fashion

Events

Add one or more filters to search events

Root entity type ▾	Root entity id	Root entity ref	Retailer ▾
Entity type ▾	Entity id	Entity ref	Category ▾
Event type ▾	Event name	Event status ▾	Date/time from and to (UTC) dd/mm/yyyy, hh:mm:ss - dd/mm/yyyy, hh:mm:ss ▾

SEARCH | ⬇ **EXPORT**

☐	Date	Event	Status	Category	Entity type	Entity id	Entity ref	Retailer
☐	01/07/2024, 17:09:24.568	e5c4bd85-2175-4d1a-9672-1949284c7ac0 com.fluentretail.rubix.exceptions.NotFoundException	FAILED	exception	PRODUCT		test-variant-product-2	fc_sports
☐	01/07/2024, 17:09:22.343	92504933-d51f-40c4-b3dc-cf5ecb27327a snapshot	SUCCESS	snapshot	PRODUCT		test-variant-product-2	fc_sports
☐	01/07/2024, 17:09:22.155	e7fd14db-3f2c-40c2-9237-994b0efc33e6 CREATE	FAILED	ORDER WORKFLOW	PRODUCT		test-variant-product-2	fc_sports
☐	01/07/2024, 17:02:49.066	311ac2ba-7de9-4ee3-bcaa-49b6beda58a7 TriggerFulfilmentProcessing	SUCCESS	ruleSet	ORDER	5000064	test-create-with-product-for-diff-retailer-8	fc_sports
☐	01/07/2024, 17:02:49.066	4f5cba86-0a79-4035-84c4-0d4b2a2b5075 FLUENTRETAIL.commonv2.SendEventForAllFulfilments	SUCCESS	rule	ORDER	5000064	test-create-with-product-for-diff-retailer-8	fc_sports
☐	01/07/2024, 17:02:48.985	4ea0240a-05cd-40b5-a5b3-2829b733ed48 snapshot	SUCCESS	snapshot	ORDER	5000064	test-create-with-product-for-diff-retailer-8	fc_sports
☐	01/07/2024, 17:02:48.930	23bd8f28-cc3e-4517-a4f9-b06ae275ed65 Send Event	SUCCESS	ACTION	ORDER	5000064	test-create-with-product-for-diff-retailer-8	fc_sports
☐	01/07/2024, 17:02:48.876	5772e432-7adc-4628-851d-ec1fb80ec8ac Change State	SUCCESS	ACTION	ORDER	5000064	test-create-with-product-for-diff-retailer-8	fc_sports

13

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Enhanced Order Processing
Payments

In Store Experience
**Select Fulfilments
to Add to Waves**

Fluent Order Management
**Customer-Driven
Enhancements**

The payments data model been upgraded to enable OMX Builders to better manage payments throughout the order lifecycle

14 GraphQL API Updates

Enhanced Orders Processing
Payment Lifecycle Management

Capture authorised funds at various stages of the orders lifecycle

Gracefully handle partial captures when different items are shipped

From the available pool of funds for a given order, determine which payment method to capture against first

Log the capture attempts and re-attempt failures

Overview of Payments in Fluent
Home / Essential Knowledge

Essential knowledge

Author: **Matt Salmon**   Changed on: **8 July 2024**

Overview

- Fluent Order Management enables the management of payments throughout the lifecycle of an Order.
- Build custom payment logic into the Order workflow using the OMX Workflow Framework and provided entities.
- This document provides an overview of the Payment Data Model and GraphQL API capabilities and does not include any reference Rules, Workflows, or UX Components.

Key points

- Pre-requisites
- Data Model
- Entities
- Explanation of the Entity Relationships through an Example
- Relationship details
- GraphQL queries required for Payments

Pre-requisites

You must have knowledge of how the Workflow Framework works.

Data Model

The following data model is the global entity data model which shows where the Payments solution sits in the Fluent platform.
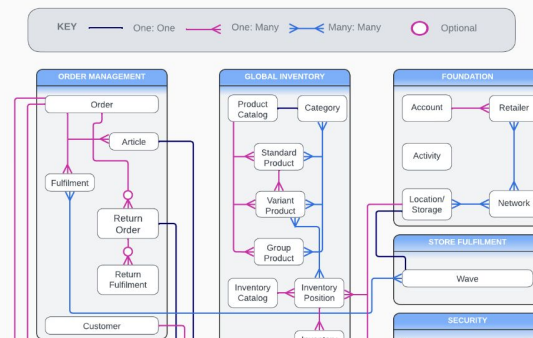
Store Associates can now build the most optimal Waves to pick in Store orders

**Select Fulfilments
to Add to Waves**

Our team hears and documents everything you tell us.

Balancing major initiatives with incremental improvements, we continuously evolve the Fluent Order Management Product.

Show name of logged in user who performed an action on the Activity Page

COOP–245

Accept Custom Attributes on Consignments

COOP–182

Data Provider Component

COOP–66

Make it easier to access information in the UI

COOP–54

Allow Custom Statuses on Order and Fulfilment Items

COOP-145

Create multiple Fulfilments Plans in a single mutation

COOP–72

Show name of logged in user who performed an action on the Activity Page

COOP–245

#4 by   May 24,2024 at 7:46 AM

Lindsey Park added the **FULFILMENT to** Wave 1601 at the Piccadilly Trading Estate Store

Allow Custom Statuses on Order and Fulfilment Items

COOP-145

Create multiple Fulfilments Plans in a single mutation

COOP–72

```
1  ⌄ mutation {
2    ⌄   createFulfilmentPlans(
3    ⌄     input: {
4    ⌄       fulfilmentPlans: [
5    ⌄         {
6              ref: "FP-ref-101"
7              type: "DEFAULT"
8              retailerId: 4126
9              fulfilmentOptionId: { id: "40068bb7-2352-48b0-9435-4b55df667be0" }
10           }
11   ⌄         {
12             ref: "FP-ref-505"
13             type: "DEFAULT"
14             retailerId: 4126
15             fulfilmentOptionId: { id: "049b1b52-d250-4d10-93ac-56305550a8be" }
16           }
17         ]
18       }
19   ⌄   ) {
20       count
21       }
22  }
```

Data Provider Component

Home / Release Notes

Release

Authors: **Matt Salmon, Esma Tuzovic**   Changed on: **5 June 2024**

Target release date:	2024-06-03
Release status:	Development

Description

This release introduces the GraphQL Data Provider component, which enhances data handling capabilities for various components. The component is a versatile data provider that offers improved control over data queries and fetching behaviors.

Changelog

Changelog:

- **GraphQL Data Provider Component:**
  - Serves as a wrapper, altering the data context for its descendants, making it ideal for displaying or utilizing data different from the page query.
  - Provides enhanced control over data queries, including pagination and bulk data fetching capabilities.
  - Child components receive data from this provider's queries instead of page-level queries.

- **Additional Component Features:**
  - **Auto Pagination:** Automatically paginates up to one connection in the provided query, fetching data in pages until the max limit is reached or no more pages are available.
  - **Loading Behavior Control:** The `loadingBehavior` property allows child components to either render as data arrives or wait until all data is loaded.
  - **Data Fetching State:** The `dataProviderState` field in the data prop indicates the fetching state (ok, error, loading, max), aiding in component behavior management.

Data Provider Component

COOP–66

Accept Custom Attributes on Consignments

COOP–182

Insurance Coverage Amount

Fragile Item Indicator

Temperature Control

Special Handling Instructions

Consignment Object

`attribute`

23
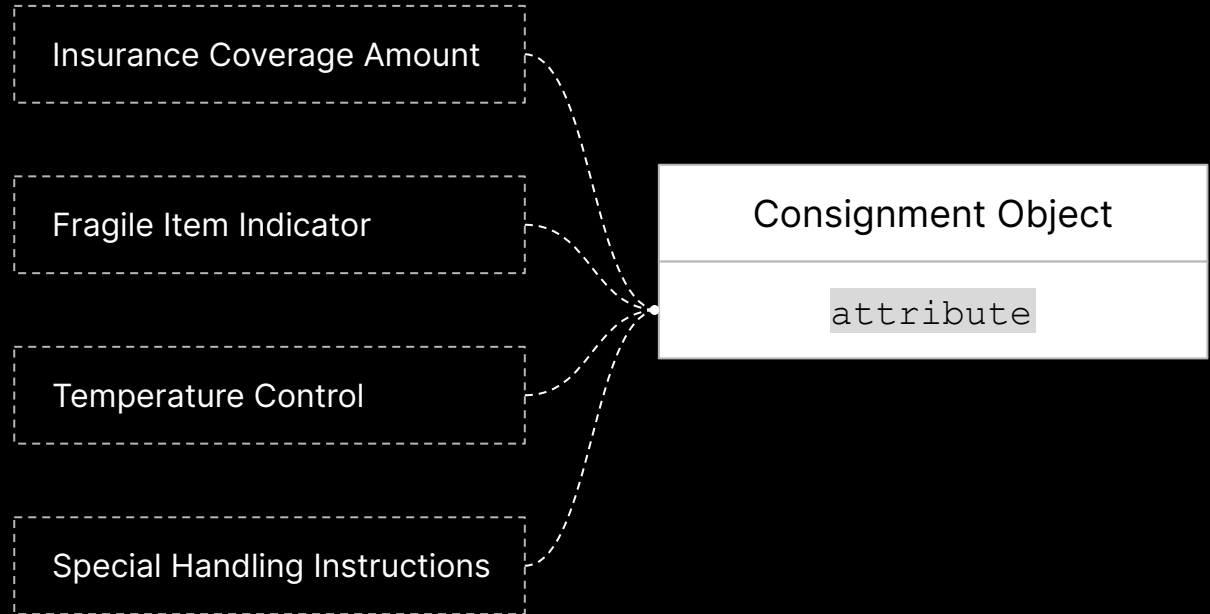
Make it easier to access information in the UI

COOP–54

Return Reason

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Configure and Extend
Extend Knowledge on Fluent Docs

Self-Serve
Certificate of Completion for all Learning Tracks

Self-Serve
Product Updates

" We would like to better understand all the things that are possible on the Fluent Platform

Extend Knowledge

Extend Knowledge content assists our builder community to extend and innovate on the Fluent Commerce Platform.

- Configure extended address for Return Orders
- Add and Edit Customer Address by using custom UI component
- Build a Webhooks Monitoring Dashboard
- Validate Customer ID at Pickup

fluentcommerce | DOCS - CUSTOM KNOWLEDGE

Rejection Reason Code during pick confirm in Fluent Store   How-to guide   Extend

Home / By Type / How-to-Guide-Extend

Author: Boris, Jerome, Alex, Anne   Changed on: 02-01-2023

Extend knowledge
This capability requires customisation. Find out more about extend knowledge →

Key Points

- This article gives System Integrator (SI) Partners and Businesses a high-level idea of where new features can be built on top of the OMS reference solution to support the customer's requirement within Fluent OMS.
- This idea/solution will provide a new feature where the Store User can enter the rejection reason code during the Pick Confirm Process.
- This feature allows specifying the rejection reason for fulfilment on the pick step of wave processing. The user can select the rejection reason code when the picked item list is confirmed as the first step of wave processing.
- The source code will not be provided in this article.

Boris P — Author

About →
132   14 total posts
45

Contributors
+ 8 more ...

Monitoring
- Business monitoring
- Log events
- Webhook notifications
- Reporting via GraphQL
- Event polling (ORCHESTRATION & ORCHESTRATION_AUDIT)
- Related content
- Technical monitoring

Explore by related tags
Product Catalog   Rule
GraphQL   Reference apps
Fulfillment   Commertools

Related knowledge
How to configure nav bar
132   45

27

fluentcommerce **DOCS**

Search

⊗ Help & Feedback   Sign In

Home

Essential Knowledge

By Type

Building Blocks

APIs

Releases

Content in this track:

| Fluent Platform Integrations and Connections | 1 |

| APIs Overview | 2 |

| GraphQL API | 3 |

| REST API | 4 |

| GraphQL (GQL) Mutations | 5 |

| API Authentication | 6 |

| API Retries and Exponential Back-offs | 7 |

| Authentication Token Expiry | 8 |

| Webhooks | 9 |

Fluent Platform Integrations and Connections

Home / By Type / Knowledge Tracks / Fluent Platform Integrations

💡 **Essential knowledge**

Changed on: **25 June 2024**

Overview

Fluent platform functionalities are designed to be flexible by integrating with other APIs and Connectors and provides a real time view of the Inventory to the sales channels, enables integration with Warehouse Management Systems (WMS), carrier services, ERPs, etc.

Key points

- Some common interfaces, and the information shared between these interfaces and the Fluent Platform
- GraphQL, and understand its benefits over REST APIs.
- Events API, Inventory Batches, Webhooks, and Connectors

Common Interfaces

There are many interfaces that you may come across in your projects, below we talk about some of the more common ones, and the information that's shared between them and the Fluent Order Management System.

Fluent Platform Integrations and Connections

- Overview
- Key points
- Related content

Knowledge Tracks Related To This Topic

📈 Fluent Platform Integrations ⌃

    Fluent Platform Integrations and Connections

    APIs Overview

    GraphQL API

    REST API

    GraphQL (GQL)

28

Training Completion Certificates are enabled for all learning paths.

John Vurdelja · 1st
Partner Success | Expert Services | Alliances @ Fluent Commerce
1mo · 🌐

I'm happy to share that I've obtained a new training certificate: Fluent Order Management Fundamentals from Fluent Commerce!

Celebrating a New Certification
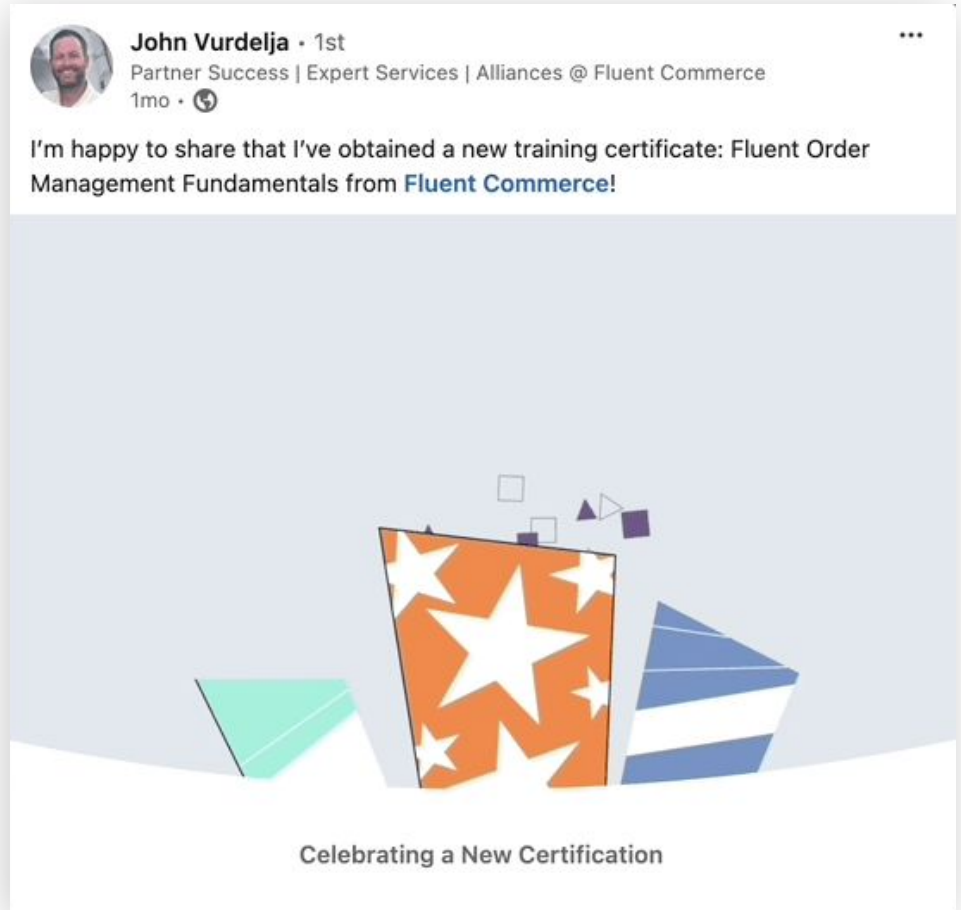
Stay updated with Fluent Product Development

Stay updated with Fluent Product Development

Product Release Timeline

○ 2024

○ 30 July 2024

Enhanced createInventoryFeed mutation with new optional field type

🚀 Release

We've added a new optional "type" field to the createInventoryFeed mutation, providing more control over data feeds:

- **INCREMENTAL :** Loads only new or modified data since the last execution, optimizing performance and reducing data transfer.

- **FULL :** Extracts the entire inventory dataset at each execution, ideal for inventory reconciliation and ensuring data consistency across platforms.

→

○ 22 July 2024

Enhanced GraphQL Schema and UI Components

🚀 Release

The release includes significant improvements with several new components and enhancements to existing ones aimed at improving flexibility and user experience. Explore the new Repeater Component, which allows repeating any UI component per record from the datasource, simplifying the display of complex nested records. The Accordion Component now features an indent property to remove extra padding when using nested components. Additionally, explore the new Product Card (supporting nested components for complex layouts) and Image Card Components. Also, the option to store fulfillment item reject reason information has been implemented, and the GraphQL schema now includes new queries and mutations to support storing reject reason information, with updates to `FulfilmentItem`, `Fulfilment`, and a new sub-query for managing rejections.

Explore the new fields in the GraphQL API Navigator located on the left-hand menu.

→

○ 15 July 2024

Oauth refresh tokens enabled for OMX apps

🚀 Release

This release makes some internal updates to the login process for OMX apps.

Stay updated with Fluent Product Development

Product Release Timeline

Product Update Emails

🚀 Product Updates from Fluent Commerce ⟩ Inbox ✕

fluentcommerce⊟

Fluent Product Update

June 2024
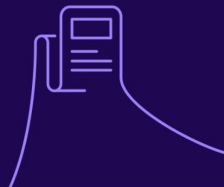
Hi Fluent,

Welcome to the latest Fluent Commerce Product Update! We're excited to share a variety of new capabilities that empower Store Associates and Customer Service Associates to deliver personalized customer experiences. Builders can also take advantage of additional UI components and new GraphQL APIs to accelerate innovation for their business teams. In this update, you'll find:

- **Greater Control for In-Store Operations:** Store Associates can now build custom waves by selecting specific fulfillments, allowing for better organization and prioritization of tasks.

- **Inventory Monitoring:** Fluent Big Inventory offers a new dashboard to monitor IPU and IPC usage and quickly identify failed events.

- **New UI Compoenents:** For OMX Builders, we've added new components to our library that allow better visualization of data in Web Apps.

- **Optimized Data Handling:** New Inventory and Availability GraphQL API's improve data querying and mutation.

To view details of every release and bug fix, go here →

Don't forget to register for our upcoming product webinars below!

Stay updated with Fluent Product Development

Product Release Timeline

Product Update Emails

Deprecation Policy (v2.0)

Home / Essential Knowledge

Essential knowledge

Author: Fluent Commerce staff   Changed on: 20 June 2024

Overview

This document provides a comprehensive overview of our deprecation policy, detailing the lifecycle and end-of-life processes across our Platform components.

Key points

- List of Deprecated Platform components: A detailed list of all the Platform components (from foundational services and frameworks to distinct products and features) that are currently in the deprecation phase, including their respective versions.
- End of Service Dates: Key dates post-deprecation, until which we will continue to offer limited support (such as security patches or critical fixes) for the component.
- End of Life Dates: Specific dates indicating when deprecated products/services will no longer be available or supported.
- Support and Transition Guidance

All current and planned deprecated components:

Deprecated Component	Superseded by	End of Service	End of Life
ServicePoint	Fluent Store	Oct 31, 2024	Oct 31, 2025
Admin Console	Fluent OMS	Oct 31, 2024	Oct 31, 2025

Definitions:

End of Service: This is the date from which we offer limited support (and other services) for the component. The component continues to be accessible in the Platform.

End of Life: This is the date from which the component will no longer be accessible for use in the Platform.

Stay updated with Fluent Product Development

Product Release Timeline

Product Update Emails

Product Update Webinar
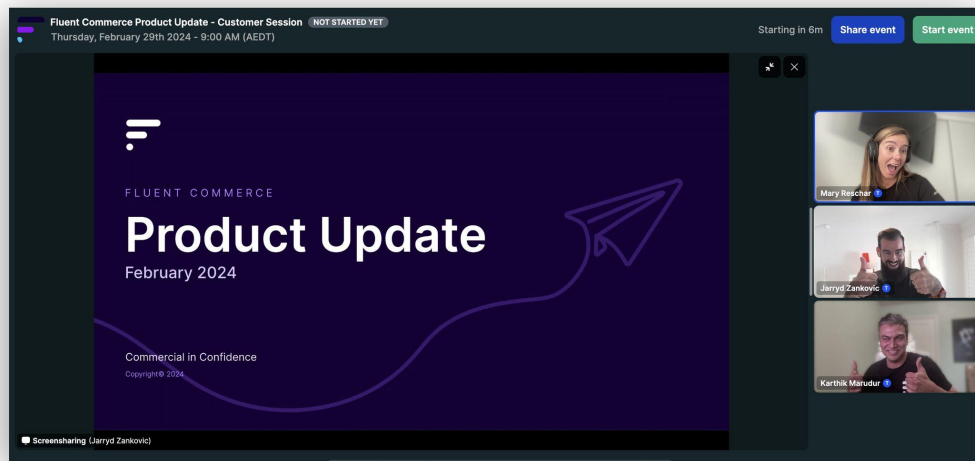
Stay updated with Fluent Product Development

Product Release Timeline

Product Update Emails

Product Update Webinar

Meet with the Product Team
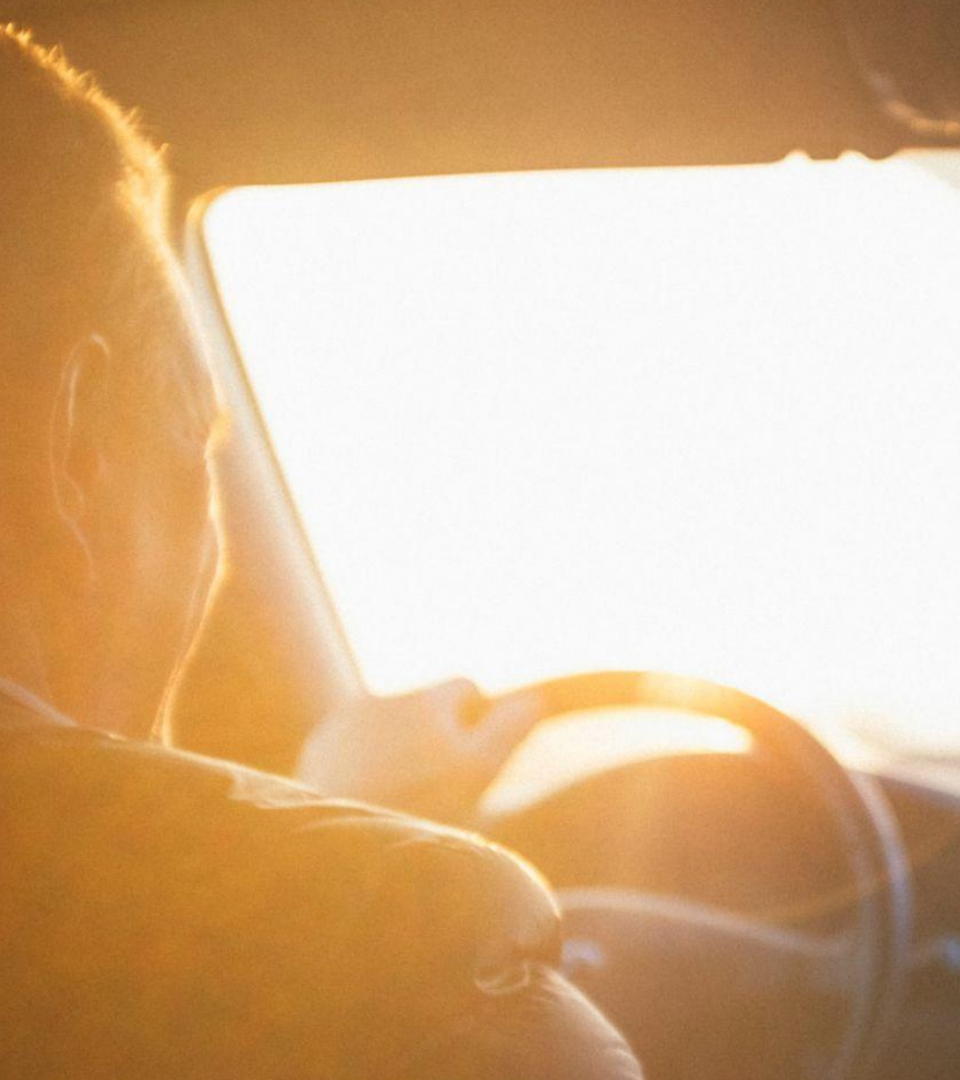
2024 and Beyond

Looking Forward

Disclaimer:

The following information is shared to outline some of our current product plans. We are hopeful that this can shed light on our product roadmap. This presentation is for INFORMATIONAL PURPOSES ONLY and not a binding commitment.

The development, release, and timing of any products, features, or functionality remains at the sole discretion of Fluent Commerce and is subject to change.

Our Product Roadmap captures the initiatives we are working on today and communicates what we are planning for the future.

By investment theme, you can view work that is currently in focus (In Discovery or Development) with estimated forecasted deliverables where applicable.

You can then see problems and opportunities we are intending to focus on in the near future.

Today

In Development

In Discovery

Future

12+ mths

INNOVATION **LABS**

Fluent Order Management is a platform for innovation.

We embrace and explore new ideas through INNOVATION **LABS** **where our cross-functional teams collaborate with customers and partners to experiment and learn with real-world applications.**

PRODUCT DEVELOPMENT LIFECYCLE

Strategy

Market

Customers

Partners

Feedback Loop

Opportunity

Investment Theme

INNOVATION **LABS**

Partner Component Release

Enablement Material

Initiative

Discovery | Development

Component Release
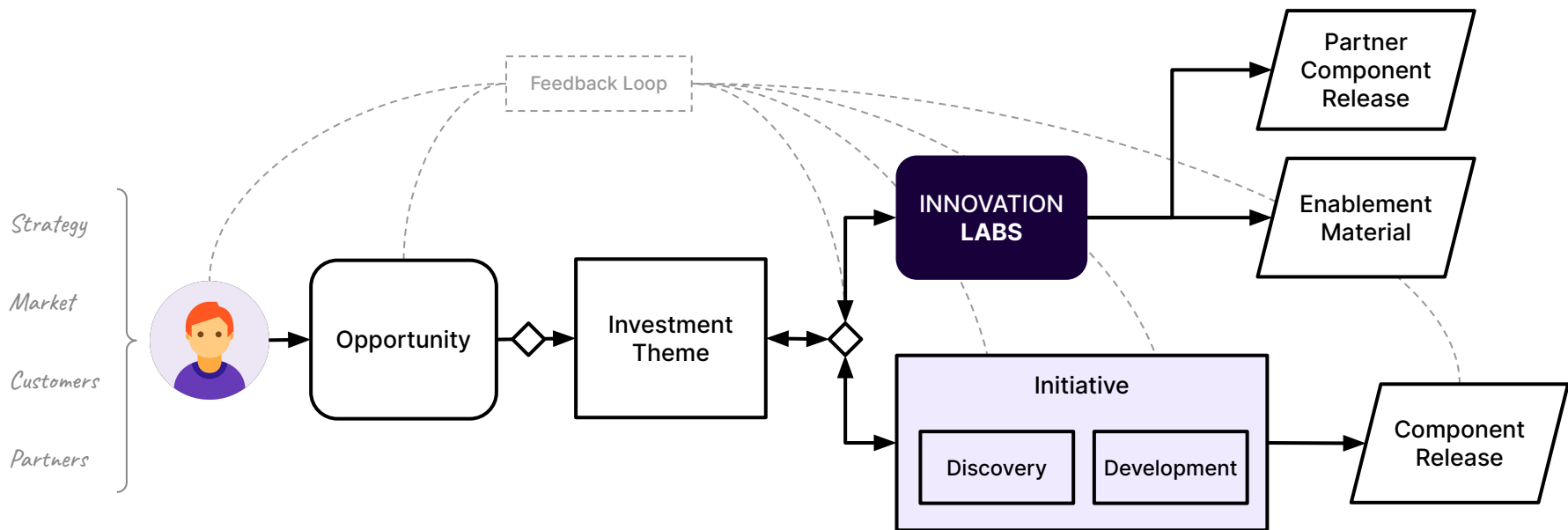
The Fluent Product Council (FPC) guides the strategic investments Fluent Commerce makes across our platform and suite of products, with with inputs by region, and industry vertical.

Partner and Customer input
- **Customer and Market Research**
- **Brown Bag Sessions**
- **Onsite Discoveries**
- **User Testing**
- **Pilot Programs**
- **Co-Innovation**

Components are released at varying level of fidelity from updates to our Data Model to APIs, UIs, References and Modules.

We are focusing on Five Investment Themes in 2024.

Next Gen Inventory Availability

Next Gen Inventory Availability

Prevent overselling and underselling with optimized Inventory Availability data. From ingestion and visibility to managing availability across channels.

Enhanced Order Processing

Enhanced Order Processing

Optimize B2C order operations with advanced payment lifecycle mgmt, order modification tools, and innovative pre and post-purchase experiences.

In Store Experience

In-Store Operational Excellence

Achieve operational excellence and a enable a better employee experience with enhanced control over in-store fulfilment processes.

Self-Service Enablement

Self-Service Enablement

Enabling partners and customers with enhanced documentation, operational support tooling, and accessible logs and metrics for informed decision-making.

Cloud Advantage

Cloud Advantage, Global Standard

A resilient, performant and secure platform that is SOC2 Type II compliant and supports our customers at scale.

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Big Inventory is the hub for a connected ecosystem of inventory aware systems.

"58% of retailers have less than 80% inventory accuracy"

– Global State of the Industry, Fluent Commerce Survey, 2023

"It is time consuming and clunky to manage stock visibility controls"

– Fluent Customer, Luxury European Brand

"How might we optimise ad spend and increase conversions"

– Fluent Customer, US Apparel Retailer

Ingest

Intelligent Inventory Processing

Get inventory data from all your back end systems to your digital channels... faster.

Inventory Hub

Enterprise Inventory Availability

See all your inventory and control what's Available to Promise (ATP) in each channel.

Feed

Inventory Aware Systems

Share your accurate Available to Promise data with any system.

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Intelligent Inventory Processing
Enhanced Batch Processing

Improve how you handle large scale, unfiltered inventory updates.

Extending the Batch API to be able to handle additional inventory attributes.

IN DEVELOPMENT

Intelligent Inventory Processing
Unified View of Inventory

A user interface for a business users to easily access a "Unified View of Inventory". Enabling a user to view inventory availability data such as by SKU, channel and location.

IN DEVELOPMENT

fluentcommerce≡ | Fluent Order Management

Retailer: NewCo

Inventory Search

Inventory Catalog ⌄	Stock Status ⌄	On Hand Stock ⌄	📅 Updated ⌄
Product ⌄	Location ⌄		CLEAR FILTER APPLY

Inventory Catalog	Product	Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
› Primary Inventory	Lip Gloss (KS93528TUT)	Primary Warehouse (LT93528WUE)	18	4	-6	0	0	8	● At Risk	2 Days Ago
› Primary Inventory	2024 ... Ci Lip (KS97628UBS)	Primary Warehouse (LT93528WUE)	17	0	-6	0	0	11	● At Risk	12 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	22 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Sydney Store (SS93528WUE)	20	0	-20	0	0	0	● Out Of Stock	24 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	25 Days Ago
› Primary Inventory	Hand Bag (KU90765WER)	Primary Warehouse (LT93528WUE)	120	0	-6	0	0	114	● In Stock	22 Days Ago
› Primary Inventory	Men Bag (KS93765WER)	Primary Warehouse (LT93528WUE)	100	0	-6	0	0	104	● In Stock	22 Days Ago
› Primary Inventory	Lip (UY93765WER)	Primary Warehouse (LT93528WUE)	120	0	-6	0	0	114	● In Stock	22 Days Ago
› Primary Inventory	Cleanser (IU93765WER)	Primary Warehouse (LT93528WUE)	130	0	-6	0	0	124	● In Stock	22 Days Ago
› Primary Inventory	Women Bag (OI93765WER)	Primary Warehouse (LT93528WUE)	120	0	-6	0	0	114	● In Stock	22 Days Ago
› Primary Inventory	Stick (JH93765WER)	Primary Warehouse (LT93528WUE)	120	0	-6	0	0	114	● In Stock	22 Days Ago

Items per page: 10 ⌄   1 - 10   ‹ ›

43

☰ Inventory Search

Inventory Search

Inventory Catalog	Stock Status	On Hand Stock	Updated
Primary Inventory Catalogue ▾	At Risk, Out of Stock ▾	On Hand Stock ▾	📅 17 / 01 / 2020 - 21 / 01/ 2024 ▾

Product		
Lip gloss, 10 more ▾	Location ▾	CLEAR FILTER APPLY

Lip gloss ⊗	Lip stick ⊗

Lip Gloss ... Autumn Black Fashion ⊗

Lip gloss White ⊗

Lip gloss black ⊗

Fashion lip gloss ⊗	Lip ⊗

Product Catalogue
Default Product Catalogue ▾

Product Name
Lip

Product Ref

SEARCH

	Lip gloss KS93528TUT
	Lip stick KY87578TUT
	Lip Oil UY87578TUT

Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
Primary Warehouse (LT93528WUE)	18	4	-6	0	0	8	● At Risk	2 Days Ago

Virtual Stock Status	Available Quantity		
Out of Stock, At Risk ▾	0 - 20 ▾	CLEAR FILTER	APPLY

	Available Qty	Virtual Stock Status		Updated
	9	● At Risk		2 Days Ago
	0	● Out Of Stock		18 Days Ago
	0	● Out Of Stock		20 Days Ago

Items per page: 10 ▾   1 - 10   ‹ ›

Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
Primary Warehouse (LT93528WUE)	17	0	-6	0	0	11	● At Risk	12 Days Ago
Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	22 Days Ago
Sydney Store (SS93528WUE)	20	0	-20	0	0	0	● Out Of Stock	24 Days Ago
Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	25 Days Ago

Items per page: 10 ▾   1 - 10   ‹ ›

44

Fluent Order Management

Retailer: NewCo

Inventory Search

Inventory Catalog	Stock Status	On Hand Stock	Updated
Primary Inventory Catalogue	At Risk, Out of Stock	On Hand Stock	17 / 01 / 2020 - 21 / 01/ 2024

Product	Location		
Lip gloss, 10 more	Location	CLEAR FILTER	APPLY

Inventory Catalog	Product	Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
⌄ Primary Inventory	Lip Gloss (KS93528TUT)	Primary Warehouse (LT93528WUE)	18	4	-6	0	0	8	● At Risk	2 Days Ago

Virtual Catalog	Virtual Stock Status	Available Quantity		
Amazon, eBay, Ecomm...	Out of Stock, At Risk	0 - 20	CLEAR FILTER	APPLY

Virtual Catalog	Available Qty	Virtual Stock Status	Updated
Amazon	9	● At Risk	2 Days Ago
EBay	0	● Out Of Stock	18 Days Ago
Ecommerce	0	● Out Of Stock	20 Days Ago

Items per page: 10 ⌄   1 - 10 ‹ ›

Inventory Catalog	Product	Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
› Primary Inventory	Beauty (KS97628UBS)	Primary Warehouse (LT93528WUE)	17	0	-6	0	0	11	● At Risk	12 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	22 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Sydney Store (SS93528WUE)	20	0	-20	0	0	0	● Out Of Stock	24 Days Ago
› Primary Inventory	Lipstick (KS93765WER)	Primary Warehouse (LT93528WUE)	20	0	-6	0	0	14	● At Risk	25 Days Ago

Items per page: 10 ⌄   1 - 10 ‹ ›

45

Product View - Lip gloss

Product Details

Name	Lip gloss
Ref	KS93528TUT
Status	● Active
Categories	Cosmetics
Description	Directly inspired by the stars
GTIN	137000000000000

Inventory Catalog	Stock Status	Updated
Primary Inventory Catalog	At Risk, Out of Stock	On Hand Stock	17 / 01 / 2020 - 21 / 01 / 2024

Location

CLEAR FILTER   APPLY

Inventory Catalog	Location	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
⌄ Primary Inventory	Primary Warehouse (LT93528WUE)	18	4	-6	0	0	8	● At Risk	2 Days Ago

Virtual Catalog	Virtual Stock Status	Available Quantity
Amazon, eBay, Ecomm...	Out of Stock, At Risk	0 - 20

CLEAR FILTER   APPLY

Virtual Catalog	Available Qty	Virtual Stock Status	Updated
Amazon	9	● At Risk	2 Days Ago
EBay	0	● Out Of Stock	18 Days Ago
Ecommerce	0	● Out Of Stock	20 Days Ago

Items per page: 10 ⌄   1 - 10   ‹ ›

46

Location View - Primary Warehouse

Location Details

Name	Primary Warehouse
Location ID	WAREHOUSE93528
Type	Warehouse
Address	135 Main Road State 2144
Operating hours	

Monday	9:00 - 17:30
Tuesday	9:00 - 17:30
Wednesday	9:00 - 17:00
Thursday	9:00 - 21:00
Friday	9:00 - 17:30
Saturday / Sunday	Close

Inventory Catalog
Primary Inventory Catalog

Stock Status
At Risk, Out of Stock

On Hand Stock

Updated
17 / 01 / 2020 - 21 / 01 / 2024

Product

CLEAR FILTER   APPLY

Inventory Catalog	Product	Last On Hand	Reserved	Sales	Corrections	Delta	On Hand	Stock Status	Updated
⌄ Primary Inventory	Lip Gloss (KS93528TUT)	18	4	-6	0	0	8	● At Risk	2 Days Ago

Virtual Catalog
Amazon, eBay, Ecomm...

Virtual Stock Status
Out of Stock, At Risk

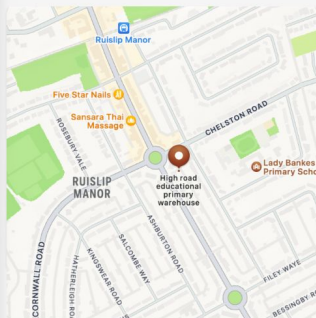**Available Quantity**
0 - 20

CLEAR FILTER   APPLY

Virtual Catalog	Available Qty	Virtual Stock Status	Updated
Amazon	9	● At Risk	2 Days Ago
EBay	0	● Out Of Stock	18 Days Ago
Ecommerce	0	● Out Of Stock	20 Days Ago

Items per page: 10   1 - 10

47

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Intelligent Inventory Processing
Enhanced Batch Processing

Improve how you handle large scale, unfiltered inventory updates.

Extending the Batch API to be able to handle additional inventory attributes.

IN DEVELOPMENT

Intelligent Inventory Processing
Unified View of Inventory

A user interface for a business users to easily access a "Unified View of Inventory". Enabling a user to view inventory availability data such as by SKU, channel and location.

IN DEVELOPMENT

Intelligent Inventory Processing
Inventory History in the User Interface

Track inventory changes over time providing a comprehensive view of historical inventory and support better decision-making regarding stock management.

Intelligent Inventory Processing
Optimized Virtual Inventory Processing

Expand the Virtual Catalog model to speed up the processing of Virtual Inventory, resulting in more precise Available-to-Sell inventory.

Intelligent Inventory Processing
Improved Inventory Metrics

Refined and improved inventory metrics to track changes in inventory and increase operational efficiency.

Inventory Aware Ads
Increase conversion with Inventory Aware Ads and Search

Optimise advertising and increase conversions by making advertising platforms inventory aware with Inventory Availability data feeds.
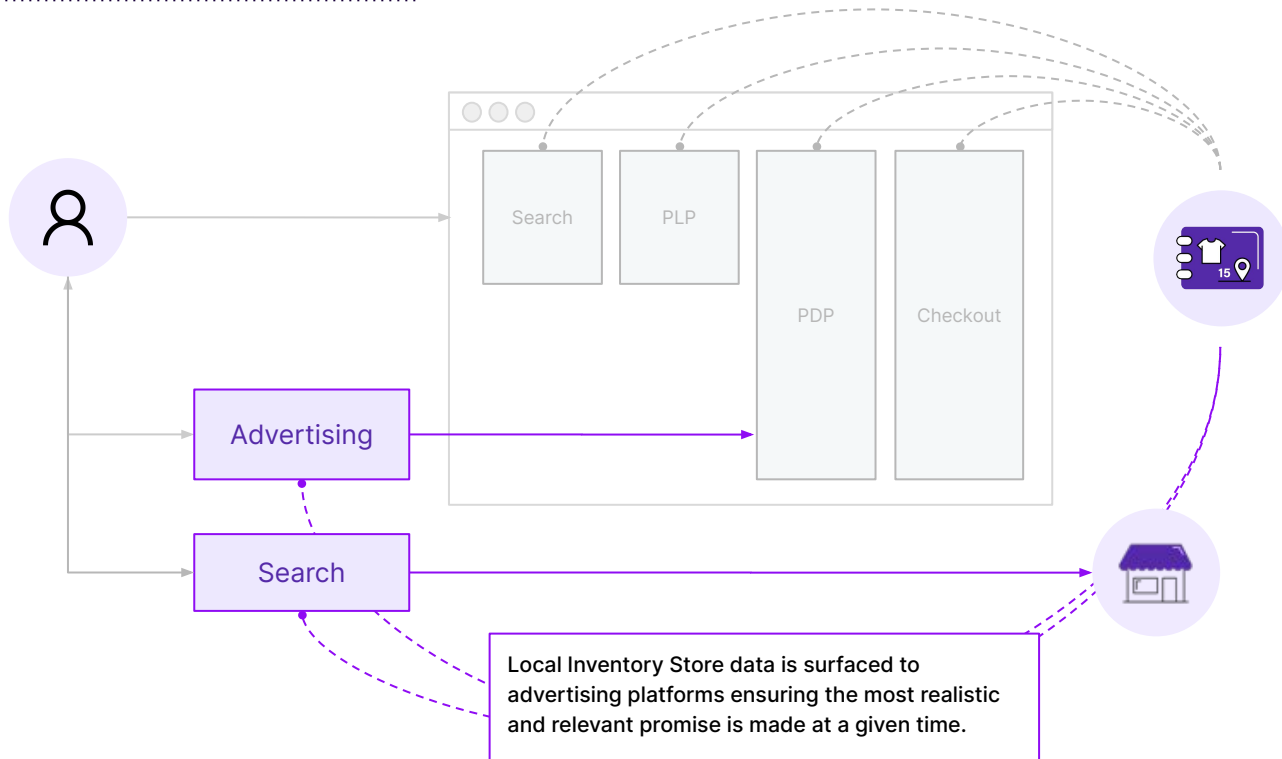
INNOVATION LABS

INNOVATION **LABS**

Next Gen Inventory Availability

Inventory Aware Ads
Increase conversion with Inventory Aware Ads and Search

Search

PLP

PDP

Checkout

Advertising

Search

Local Inventory Store data is surfaced to advertising platforms ensuring the most realistic and relevant promise is made at a given time.

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Continuing to enable our customers to deliver seamless omni-channel customer experiences

Put your customer at the centre of the sale, Assist your team with access to the right information and make accurate data available across channels.

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Fine Grained Business User Control

Business User Setting Control

Enable business users to update settings to respond to the changing needs of their business. We'll do this by providing OMX builders with the ability to create forms to elegantly display settings in a whole new way.

IN DEVELOPMENT

In Market Goal: Q3 2024

Current

→

Future Settings Experience

Edit

Name
PAYMENT.METHOD

Context *
GLOBAL

Context ID *
0

Value Type *
JSON

JSON Value

```
1    [
2        {
3            "name": "CREDITCARD"
4        },
5        {
6            "name": "PAYPAL"
7        },
8        {
9            "name": "GIFTCARD"
10       },
11       {
12           "name": "EFT"
13       },
14       {
15           "name": "CASH"
16       },
17       {
18           "name": "AFTERPAY"
19       }
20   ]
```

SUBMIT

---

fluentcommerce | Fluent Order Management

Retailer

INFO   SETTING

PAYMENT

Description: You can configure and manage your payment options to ensure a seamless and s...

Payment Method:

Visa

MasterCard

+ ADD NEW

Payment Currency:

AUD

USD

+ ADD NEW

Payment Provider:

BrainTree

USD

+ ADD NEW

ORDER   >

INFO   SETTING

PAYMENT

Description: You can configure and manage your payment options to ensure

Payment Method:

Visa

MasterCard

+ ADD NEW

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Fine Grained Business User Control
Business User Setting Control

Enable business users to update settings to respond to the changing needs of their business. We'll do this by providing OMX builders with the ability to create forms to elegantly display settings in a whole new way.

IN DEVELOPMENT

In Market Goal: Q3 2024

Order Management
Custom Navigation Components

OMX Builders will have the ability to add their own custom components to the top-bar nav on Fluent Apps.

IN DEVELOPMENT

In Market Goal: Q3 2024

Fluent OMS ⁴

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Fine Grained Business User Control
Business User Setting Control

Enable business users to update settings to respond to the changing needs of their business. We'll do this by providing OMX builders with the ability to create forms to elegantly display settings in a whole new way.

IN DEVELOPMENT
In Market Goal: Q3 2024

Order Management
Custom Navigation Components

OMX Builders will have the ability to add their own custom components to the top-bar nav on Fluent Apps.

IN DEVELOPMENT
In Market Goal: Q3 2024

Payment Lifecycle Management
Payment Lifecycle Management

Deliver an even better OMX Builder experience when orchestrating Payments throughout the order lifecycle with workflow and UI component utilities.

Order Management
Sourcing

A comprehensive and flexible library of sourcing options to empower retailers to ensure the optimal fulfillment node is selected to meet the promise made to the customer.

Order Management
Export Data from Fluent OMS as a CSR

Allow key OMS users to extract data from Fluent to enable them to perform operational analysis.

Pre Purchase
Pre Purchase Experiences

Conversion rates greatly improve the earlier a potential buyer is presented with an accurate promises such as estimated delivery dates from Advertising, search, PLP and PDP.

INNOVATION LABS

Post Purchase
Post Purchase Experiences

Empower customers with tooling to support better post purchase experiences such as self-service web pages or chat bots for shipment tracking and order modifications like changing shipping address or extending pickup windows or managing returns and exchanges.

INNOVATION LABS

Enhanced Order Processing

Post Purchase
Pre Purchase Experiences
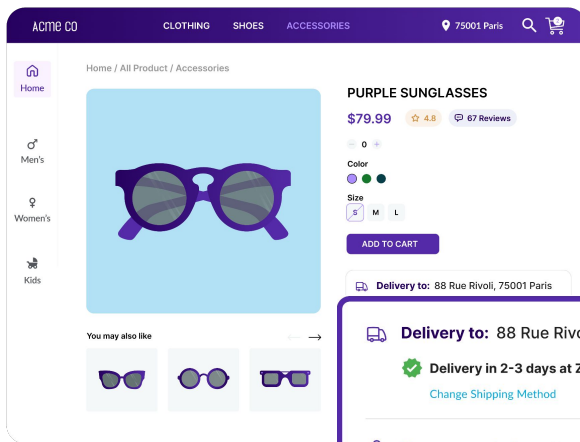
Display **Estimated Delivery Date** (EDD) for 'Ship to Address' and 'Store Pickup' with an accuracy rate of 91% on PDP and Cart Checkout

EDD calculations leveraging AI/ML models based on contextual data such as:

- Historical Carrier Scan Data

- Store Performance by Day and Time

- Inventory Accuracy based on Product Type

- Weather Forecasts for Transit Route

- Calendar Dates with consideration to Social/Political Factors

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

"In a world of AI where trust is questioned, the role of the associate becomes ever-important"

90% of consumers expect 2 or 3 day delivery, 30% expect same-day – McKinsey report

Serve the customer with delightful experiences

Empower your business with a feasible omni-channel solution

Customer Satisfaction

Employee Experience

Operational Excellence

"Let's not let technology get between the store associate and the customer"

Operate in an efficient and viable manner

Consumers expect a unified commerce solution allowing them to buy anywhere, receive anywhere, return anywhere

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

In Store Experience
Assign Items into Parcels

Reduce clicks and increase speed in the packing process by assigning items to parcels using barcode scanners.

This will provide greater visibility to Customer Success Representatives when managing customers enquires or troubleshooting.

IN DEVELOPMENT
In Market Goal: Q4 2024

In Store Experience

Assign Items into Parcels

Reduce clicks and increase speed in the packing process by assigning items to parcels using barcode scanners.

This will provide greater visibility to Customer Success Representatives when managing customers enquires or troubleshooting.

IN DEVELOPMENT

In Market Goal: Q4 2024

Pack
Fulfilment HD_18579-5003168

Unpacked Items

Shampoo
AH8050-003
5901234123457

Rejected Items

Body Cream
AH8050-002
5901234123457
Reason
Damaged

— 1 of 1 +

Packed   ADD PARCEL

Parcel 1 (Medium , 2kg)

Size
Medium

Weight (kg) *
2

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

In Store Experience
Assign Items into Parcels

Reduce clicks and increase speed in the packing process by assigning items to parcels using barcode scanners.

This will provide greater visibility to Customer Success Representatives when managing customers enquires or troubleshooting.

IN DEVELOPMENT

In Market Goal: Q4 2024

In Store Experience
Automated Parcel Weights

Increase efficiency by automatically calculating the sum of the items inside each parcel - reducing the Store Associates time spent entering parcel weights.

In Store Experience
Short Picking Reason Codes

Allow Store Associates to specify reasons for short-picking and orchestrate inventory reconciliation processes such as automatically triggering a triage process for damaged items or sending a message to the Inventory master.

IN DISCOVERY

In Store Experience
Pick to Tote

Allow Store Associates to specify totes that items are placed in during picking. Reduce mispacks and enable pick by category along with consolidation on pack. Providing the base foundation for a mid sized store.

In Store Experience
Flexible Wave Management by Store Associate

Assign and Prioritise orders and waves among Store Associates to give greater operational flexibility.

In Store Experience
In-App Notifications

Improve communication and collaboration with real-time in-app notifications to users when new tasks are allocated to them such as when a new order received, or a wave is assigned to them.

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Fluent is committed to empowering its partners and customers through self-service enablement, providing the tools and resources needed for success and innovation in a rapidly evolving digital commerce landscape.

" We're learning not to spend all our energy trying to predict the future with some high degree of precision but rather become more agile and be ready to change as the needs arise.

– CTO at a Multi-National US Retailer

ROADMAP

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

Configure and Extend

Fluent CLI

The Fluent Command Line Interface (CLI) empowers developers with efficient, text-based commands. It enhances automation, consistency, and flexibility, streamlining tasks like account setup, project development, and troubleshooting.

- Bootstrap and Setup

- Development Lifecycle

- Module Lifecycle Management

- DevOps and CI/CD

Beta Program In Progress

Self-Serve Operational Support

Customer Log Access

Provide relevant account-specific log access to customers and their implementation/support partners to reduce delivery timelines and improve delivery quality.

- Log Access and Troubleshooting Tools

- Usage Metrics

- Configurable Alerts and Notifications

In Discovery

Reporting and Analytics

Reporting and Analytics

Enable users to gain insights into their operations, monitor performance, and make informed decisions with a combination of in-app dashboards/reports and data extraction from the Fluent OMS to generate a range of business and operational reports.
Reports and/or dashboards to include:

- Order status

- Inventory processing

- Order fulfilment velocity

- Store management

- Returns and exchanges

By Investment Theme

Next Gen Inventory Availability

Enhanced Order Processing

In-Store Operational Excellence

Self-Service Enablement

Cloud Advantage, Global Standard

In 2024 we will continue to focus and invest in the performance of Fluent's Order Management platform, ensuring we lead the global standard in providing our customers with the most resilient, scalable and secure solution on the market.